

2007 California Conference on Self-Represented Litigants Faculty Biographies

Hon. Verna Adams has been a Superior Court Judge in Marin County since 1999. She was a certified specialist in family law from 1982 - 1999. She was the supervising judge of the criminal division from 2003-2005, of the Mental Health Court from 2004-2006 and is currently supervising judge of the Family Law Division. Judge Adams is a graduate of Wellesley College and Stanford Law School. She was a founding member and first president of the board of directors of the Legal Self-Help Center of Marin.

Vickie Akers has been a grant accountant for the Administrative Office of the Courts for the last seven years; her main focus has been the AB 1058 Child Support Commissioners and Family Law Facilitators Program. As a member of the AB 1058 team, she has provided training to court administrators and accounting staff. As part of the team's court technical services outreach efforts, Ms. Akers has made site visits to various local courts and provided on-site training. In addition to her training and technical assistance duties, she is responsible for auditing and processing all the AB 1058 invoices received from the local courts. She is also involved in the annual AB 1058 budget allocation and reallocation process.

Cherri N. Allison, Esq. is the Executive Director of Family Violence Law Center (FVLC). Ms. Allison holds a law degree from the University of Santa Clara, School of Law and a bachelor's degree from the University of California at Berkeley. She is currently completing her Masters Degree in Administration of Criminal Justice. Ms. Allison has more than nine years of legal non-profit management experience as well as over fifteen years of experience as a family law attorney. She is a member of the management team of the Alameda County Family Justice Center, a board member of the American Civil Liberties Union-Northern California, past President of the Board for Women Lawyers of Alameda County, and a former FVLC board member. Ms. Allison is also an alumnus of the Women's Foundation of California Women's Policy Institute. Prior to coming to FVLC, Ms. Allison was the Director of Programs at the Alameda County Bar Association.

Diane Altamirano has been the family law facilitator in the Imperial County Superior Court since the program began in 1998. She was named the 2006 Family Law Facilitator of the year by the Legal Aid Association of California for the innovative use of law student interns from Mexicali to increase access to justice in the court's self help center. In addition to her duties as family law facilitator, she serves as a temporary judge for the court, as well as senior court managing attorney. Prior to working at the court, Ms. Altamirano was a clinical professor at Loyola Law School, and then maintained a general civil practice for several years. She is a graduate of UCLA and Loyola Law School.

Hon. Steven Austin has been a Judge of the Superior Court, Contra Costa County, since 1998. Judge Austin serves as the Co-Chair of the California Commission on Access to Justice and is a member of the Judicial Council's Access and Fairness Standing Advisory Committee. He is a member of CJER's Fairness Education Committee and regularly

makes presentations on access to justice issues including the difference between legal information and advice.

Diana Avendaño has been a Paralegal at Neighborhood Legal Services of Los Angeles County (NLS) for 16 years. Ms. Avendaño started her career at NLS in the Family Law Department and has worked on a variety of projects including developing non-profit corporations, and small businesses. For the past five years, Ms. Avendaño has been the lead coordinator for the NLS Self-Help Centers which provide assistance to self-represented litigants in housing and family law matters. Ms. Avendaño runs the day-to-day operations of the Centers and is currently overseeing the opening of NLS' 3 new Self-Help Centers, one which is due to open in early April 2006.

Albert Balingit is a staff attorney with the Legal Services Unit of the State Department of Consumer Affairs and also the Coordinator of the Dispute Resolution Office since 1990. As a staff attorney, he specializes in Small Claims. He worked on the Small Claims Act of 1990 and wrote numerous sections of the Small Claims Cleanup Bill of 1992. He is one of the principal authors of the Consumer Law Sourcebook for Small Claims Judicial Officers. He is a consultant to the California Center for Judicial Education for its California Judges Benchbook, Small Claims Court and Consumer Law and the Benchguide. He is the California Department of Consumer Affairs' liaison with the Small Claims Advisor Association. Mr. Balingit is a member of the Judicial Council's Civil and Small Claims Committee and has served on the Temporary Judges Working Group and the Task Force on Self-Represented Litigants. Mr. Balingit formerly conducted training program for small claims court judges. He has been a small claims pro tem judge in Sacramento since 1986. Mr. Balingit graduated from the University of California, Davis School of Law in 1975.

Janet Ballou has been Senior Staff Counsel at the California Department of Child Support Services since July, 2005. Prior to that, she was Senior Tax Counsel at the California Franchise Tax Board from 1988 to 2005, an Associate Attorney at Greve Clifford Diepenbock and Paras from 1984 to 1988, and an Associate Attorney at Desmond Miller Desmond and Bartholomew from 1982 to 1984. Ms. Ballou received her J.D. from Hastings College of the Law in 1981 and her B.A. from University of California, Davis.

Hon. Louise Bayles-Fightmaster was appointed to the Sonoma County bench in August 2004. She is currently assigned to the Family Law Division and hears the AB 1058 Child Support Calendar, the Pro Per Calendar, and some other general Family Law cases. Prior to her appointment to the bench Ms. Bayles-Fightmaster was the Family Law Facilitator for the Sonoma County Superior Court from September 1997 until August 2004. Ms. Bayles-Fightmaster has been active in the statewide education and development of self help services for self represented litigants. Her particular area of interest is ethics and the evolving role of attorneys and the courts in self represented programs. Ms. Bayles-Fightmaster is a Certified Family Law Specialist and trained mediator.

Melba Patillo Beals is a renowned author and speaker. At fifteen, she was one of nine students who integrated Little Rock's Central High School, escaping the hanging rope of a lynch mob, dodging lighted sticks of dynamite, and washing away burning acid sprayed into her eyes by segregationists. She faced angry, rampant killer mobs and renegade police who forced then-President Eisenhower to send combat-ready soldiers of the 101st Airborne Division to protect her life. At seventeen, Melba began writing articles for major newspapers and magazines. She later earned a master's degree in journalism from Columbia University and worked as a news reporter for San Francisco's public television station, KQED, and for the NBC affiliate, KRON-TV. Her memoir, Warriors Don't Cry, chronicles her experience as a civil rights heroine. It was awarded the American Library Association's 1995 Nonfiction Book of the Year, the Robert F. Kennedy Book Award and received the American Booksellers' Association Award for notable books. Her latest book, White is a State of Mind, is a sequel which chronicles that part of her journey following her Central High experience. In this book Beals flees from Little Rock's raging segregationist mobs into the protective arms of a white California family. She walks the bridge into adulthood struggling to find her place within the human family and a sense of safety and value. In addition to many national radio shows such as *Fresh Air*, she has appeared on numerous television shows, among them *Oprah Winfrey*, *Good Morning America*, *The Charlie Rose Show* and C-Span's *Booknotes*. In 1999, she and her fellow students who integrated Central High School were awarded the Congressional Gold Medal, our nation's highest civilian honor, in a ceremony in the East Room of the White House.

Judith Beck has worked as the Family Law Facilitator for Marin County Superior Court ten years. As a facilitator, she provides assistance with child and spousal support issues and other areas of Family Law. Mediating support issues for unrepresented parents is an important part of the services. Prior to her current position, she was an attorney with the Family Law Center, a nonprofit, legal services organization that provides legal assistance and representation for low to moderate income litigants in family court. Ms. Beck received her J.D. from William T. Richardson School of Law at the University of Hawaii and clerked for Justice Edward Nakamura at the Hawaii Supreme Court.

Kelly Browne has written numerous articles and made numerous presentations on the subjects of teaching legal research, legislative advocacy, and access to justice for self-represented litigants. She received a J.D. from the University of Cincinnati and practiced law in Seattle for a brief time before returning to school to earn a Masters in Library and Information Science from the University of Washington. Kelly was an academic law librarian for eleven years until she saw the light and became the Assistant Director for Public Services for the Sacramento County Public Law Library, a position she has held for two and a half years. She is active in many professional organizations, including the American Association of Law Libraries, the Northern California Association of Law Libraries (NOCALL), and the California Library Association.

Alice Buck is a Staff Attorney and Family Law Facilitator in the Family Court Division of the Superior Court of California, County of San Diego. She supervises a staff of ten including seven attorneys. She received her BA from San Diego State University, and

her JD from the University of San Diego. Before going to law school, Ms. Buck was a high school English teacher, real estate broker and loan broker.

Robin Busch is a research fellow with the Center for Social Justice at Boalt Hall, Berkeley. Robin is conducting research on effective alternatives to incarceration. She has worked developing programs for individuals and families whose lives have been adversely affected by involvement in the criminal justice system. As an Open Society Institute Soros Justice Fellow, Robin launched a privately-funded college program at Sing Sing Prison that sponsors over 75 inmate-students. She also designed and taught crime prevention, legal rights education and conflict resolution curricula. Robin worked as a Senior Planning Analyst at the Vera Institute of Justice where she managed a federally funded initiative to improve the relationship between the New York City Police Department and new immigrant communities. She holds a bachelor's degree in government from Skidmore College and a master's degree in criminal justice from John Jay College of Criminal Justice.

Diane Bras has been the Placer County Family Law Facilitator since 1997 and was a staff attorney for the Placer County Superior Court for eight years before that. She started in a converted storage room and has been gradually empire-building ever since; she now has three paralegals, one and a half attorneys, and an ever-changing cast of volunteers and interns. Diane is still not sure how she managed to land a job where she gets paid for having so much fun.

Caron Caines has been an attorney at Neighborhood Legal Services of Los Angeles County (NLS) for 17 years. Ms. Caines started her career as a family law attorney, and in 1995, spearheaded NLS' venture into Community Economic Development. Currently, she is the Managing Attorney of NLS' Housing and Family Law Advocacy Groups. In addition, she oversees NLS' 7 court-based Self-Help Legal Access Centers. Since opening in 2000, the Centers have assisted over 230,000 low-income litigants who would otherwise be unable to access legal services. Ms. Caines earned her J.D. from the University of Southern California in 1990 and her B.A. from California State University at Northridge in 1983.

Tiela Chalmers is the Executive Director of the Volunteer Legal Services Program of the Bar Association of San Francisco. She has served in that role since March of 2006; prior to that date, she served as Managing Attorney of VLSP. Chalmers joined VLSP in 1997, specializing in Landlord-Tenant matters, and in client intake. Chalmers received her Bachelors degree in History from Swarthmore College, and her Juris Doctorate from Hastings College of the Law, graduating Magna Cum Laude and Order of the Coif. She went on to work for 10 years at the law firm of Farella, Braun + Martel in San Francisco in business litigation before moving to VLSP.

Jeanne Charn has been involved in legal services since for forty years. As a law student from 1967 to 1970 at Harvard Law School, she was a student practitioner at Community Legal Assistance Office (CLAO), a law student OEO legal service project. After law school, Ms. Charn joined CLAO as a staff attorney. From 1971 to 1973, she was a staff

attorney at Mass Law Reform Institute in Boston, Massachusetts. In 1973, Jeanne was appointed Assistant Dean for Clinical Programs at Harvard Law School where she worked with Gary Bellow to develop Harvard's clinical program. With Gary Bellow, she co-founded and for 27 years directed Harvard's Hale and Dorr Legal Services Center. The Center is modeled after teaching hospitals in medicine and combines service to clients, clinical education for law students and experimentation with approaches to making high quality legal services available to low and moderate income clients. In addition to directing the Hale and Dorr Center, Ms. Charn directs the *Bellow-Sacks Access to Civil Legal Services Project* which is aimed at promoting policies and research designed to expand the access of low and moderate to civil legal services. She also teaches clinical courses on civil practice for low and moderate income clients, delivery of legal services, poverty law and policy and housing law and policy.

Deborah J. Chase, Ph.D. is a Senior Attorney with the California Judicial Council, Administrative Office of the Courts, Center for Families, Children & the Courts. She is a family law specialist certified by the State Bar of California with over 24 years in practice as an attorney. She also holds a doctorate degree in clinical psychology. Immediately before joining the AOC, Chase served as family law facilitator for the Superior Court of Alameda County, California. She is a past president of the California Family Law Facilitators' Association, and was a co-author of the first published article on the family law facilitator program, *California's Family Law Facilitator Program: A New Paradigm for the Court*. In 2002 she was named a California Lawyer of the Year by California Lawyer magazine for her work in the area of court-operated assistance to self-represented litigants. Dr. Chase has conducted and co-authored research on the role of judging in problem-solving courts and published articles on issues related to family law and *pro se* jurisprudence. She has participated in numerous educational programs including teaching civil and criminal domestic violence to new judges at the B.E. Witkin Judicial College. Dr. Chase has also served on many committees and task forces related to *pro se* assistance and family law including the Judicial Council's Family and Juvenile Law Advisory Committee and the State Bar's Legal Services Trust Fund Commission.

Lorna Choy earned her B.A. in Business Education from San Francisco State College. She worked as a certified court reporter for five years, then joined the State Bar of California in 1982. She has held various positions in the Legal Services Trust Fund Program and is currently its Acting Director.

Judith Coker is a Staff Attorney at the San Diego Superior Court in Vista, California, who is also a licensed real estate broker. After graduating from Hastings College of the Law in San Francisco in 1991, Ms. Coker worked at a local civil litigation firm prior to joining the court in 1998. Judith is a native of San Diego who speaks Spanish fluently and received her undergraduate degree at UCSD. She has made numerous presentations and television appearances in an effort to increase public awareness of the resources available in the small claims system.

Joan Connelley is the legal assistant for the Nevada County Superior Court's Public Law Center. Joan began her career with the Nevada County Superior Court in 1992 where

she worked for 7 years as a criminal court clerk. She was then promoted to judicial assistant for the court's Family Law Department for 3 years and then advanced to the legal assistant position in the Public Law Center shortly after it opened in 2001. Joan transferred to the Nevada County Superior Court from Sierra County where she worked for the Superior Court, Assessor, Recorder, and Tax Collector. Joan started her public service after attending Mills College in Oakland, California.

Christine Copeland has been an attorney for 14 years. She practiced family law for four years, then worked in Family Law Facilitator programs for about six years in Santa Cruz and Santa Clara. She worked at the AOC for one year on the Equal Access/Self-Represented Litigant project. She is currently with the Self-Service Center in Santa Clara. Ms. Copeland got her B.A. in Anthropology from UC Santa Cruz and her J.D. from Santa Clara University in 1992.

Garrett Dailey is a practicing family law attorney with offices in Oakland. He is a Certified Family Law Specialist focusing on appellate and consultations and a Fellow in the American Academy of Matrimonial Lawyers. He is a Publisher/author of Attorney's BriefCase® Legal Research Software and author of SupporTax®. He was awarded as 2006 California Family Law Person of the Year (AAML SoCAL) and the Association of Certifies Family Law Specialist's Hall of fame Award for 1995. He was a recipient of the Spencer Brandeis Award from Los Angeles County Bar Association Family Law Section for "In recognition of outstanding contributions to the legal community and the practice of Family Law." May, 2003. He was a former member of faculties of University of California at Davis School of Law and Golden Gate University Graduate School of Taxation. He is a co-author of *Lawgic Marital Settlement and Pre/Post Marital Agreements* treatises. He was named one of NorCal's Top 100 lawyers for 2005 and 2006 by Super Lawyers Magazine and listed in "The Best Lawyers in America." He speaks regularly to attorneys and judges on family law, legal technology, and law office management issues.

Kathleen Fleming Dixon serves as managing attorney for the Los Angeles Superior Court Self-Help Collaboration Project and for their JusticeCorps internship program. Leaving private practice after 25 years in family law, Kathleen has focused since 2002 on the development of partnerships for the Superior Court with various legal service providers, bar groups, community organizations, and schools to leverage resources to expand and enhance services for self-represented litigants throughout Los Angeles County.

Julie Dodge is the Self-Help Attorney of the Superior Court of Stanislaus County. Prior to her employment with the Court, she was in private practice as a State Board Certified Family Law Specialist and family law mediator. Her J.D. was received from Humphreys School of Law in Stockton, California.

Melissa Downing is the secretary to the Family Law Facilitator and Court Mediator while managing Lassen Superior Court's Access to Justice Center. She has been employed by the Court since October of 2004 when she was hired as a legal clerk. In

February of 2006, she was promoted to her current position wherein she helped launch, promote and continues to manage the Access to Justice Center. Melissa was able to gather valuable information while attending the 2006 Self-Represented Litigant's Conference, and successfully applied that knowledge to the effective growth of the Access to Justice Center in Lassen County. The new Self-Help Center has been a successful outreach to the local community and provides assistance in child custody, child visitation, child support, spousal support, divorce, legal separation, domestic violence restraining orders, civil harassment restraining orders, paternity, small claims, and court procedures. She works with the Family Law Facilitator/Self-Help Attorney and together they provide three clinics per month, one-on-one services to approximately 25 individuals per week, and endless assistance over the phone. Prior to working for the courts, Melissa graduated from MTI business college and gained 11 years of legal experience working for a private attorney as a legal assistant.

Neal Dudovitz is currently the Executive Director of Neighborhood Legal Services of Los Angeles County (NLS-LA) and has served in that capacity since 1993. During that time he has overseen NLS-LA's growth to one of California's largest legal services programs with a current budget in excess of 10 million and more than 120 employees and the development of many innovative projects including the Disaster Legal Assistance effort following the Northridge Earthquake, the Health Consumer Center and courthouse based Self Help Legal Assistance Centers. Neal is a member of numerous national, state and local organizations and bar associations and has conducted trainings/workshops throughout the country. In 2003 he was named a Durfee Foundation Fellow. He received his J. D. from Northeastern University School of Law in Boston in 1973. Prior to joining Neighborhood Legal Services, Neal was an attorney with the National Senior Citizens Law Center for more than 17 years where he handled major federal court litigation throughout the United States, including two cases before the United States Supreme Court.

Charles R. Dyer is a consultant for court systems and law libraries, specializing in service to self represented litigants, legislative advocacy, and law library administration. He served as Director of Libraries for the San Diego County Public Law Library from 1987-2005 and as Director of the Library and law professor at the University of Missouri-Kansas City School of Law from 1977-87. He holds B.A. in philosophy, a J.D., and an M.L.S. from the University of Texas at Austin and an M.A. in philosophy from Northwestern University, Evanston, IL, and is a member of the Texas Bar. Mr. Dyer was a 2005 recipient of the Marian Gould Gallagher Award, the highest award given by the American Association of Law Libraries, as well as several other awards.

Mr. Dyer retired in 2005 to devote more time to research on the problem that self represented litigants experience in understanding legal discourse. In that regard, with a grant from the American Association of Law Libraries, he is writing an Essay and Bibliography on Cognitive Linguistics for Law Librarians. He also serves on the Research Working Group of SLRN and chairs the Law Librarians Group, a subgroup of the Information, Marketing, and Outreach Working Group. His website is <http://www.charlesrdyer.com>.

Yolande Erickson advocates for clients seeking elder abuse restraining orders and general, limited, Alzheimer/dementia and small estate conservatorships at the Los Angeles Superior Court for non-professional conservators. Ms. Erickson advised the Los Angeles County Probate Bar on alternatives to conservatorships and elder abuse restraining orders. She is serving on the Senior Services Providers Committee of the LASC Probate Department looking at ways to expand services to probate litigants, connect court services with resources in the community to assist conservators and conservatees and explore alternatives to conservatorships. Ms. Erickson's outreach efforts include the January 2007 opening of the first self litigant conservatorship and elder abuse restraining order clinic, in partnership with the Los Angeles Superior Court. Additionally, Ms. Erickson worked on conservatorship legislation Bet Tzedek co-sponsored in the California Legislature. She testified before the Judicial Council of California's Probate Conservatorship Task Force about improving the practices and procedures of probate conservatorships. Ms. Erickson served as a faculty member for the National Institute of Trial Advocacy's deposition training. A member of Bet Tzedek's elder law team, she received her B.A from Swarthmore College and her J.D. from Southwestern University School of Law.

Renee Fleming is the Law Librarian for the Santa Cruz County Law Library. She has been with the SCCLL since December, 2006. Prior to this she was employed at the Kern County Law Library for nine years. She is currently completing her Masters in Library and Information Science through San Jose State University and expects to graduate in August, 2007. While at Kern County, Ms. Fleming participated in the collaborative Self-Help Center Project between the Superior Court and the Law Library. In her current position, she works closely with the Santa Cruz County Superior Court to provide self-help services to the community.

Jessica R. Flores is currently the Family Law Facilitator in Sonoma County. She has held that position since 2004. She was the Assistant Family Law Facilitator between 2002 and 2004. Prior to working with the Sonoma County court, she worked as an associate attorney at the Santa Rosa firm of Perry, Johnson, Murray, Anderson and Miller for approximately five years. She had the opportunity to work in numerous areas of the law while with the Perry firm, including land use, family law, business litigation, insurance defense and other plaintiff side civil work. She is a graduate of the UCLA School of Law and received her undergraduate degree from the University of Texas at Austin.

Mary Lavery Flynn (formerly Mary Viviano) has been working on statewide legal services issues for over 25 years. She currently serves as staff to the California Commission on Access to Justice, a blue ribbon group working to expand the availability of the legal system for all Californians, regardless of income. She was involved with establishment of the \$10 million Equal Access Fund, publication of *The Path to Equal Justice Report* [2002] and *Language Barriers to Justice in California* [2005], and expansion of the availability of self-help centers and limited scope legal assistance. She also works closely with access to justice coordinators in other states, and is working with the ABA and NLADA to coordinate the work of access to justice commissions around

the country. A graduate of the University of Michigan Law School, Mary began her career as an associate with Lillick, McHose & Charles in San Francisco, was executive director of the Public Interest Clearinghouse, from 1980 to 1992, and Director of the State Bar's Office of Legal Services from 1992 to 1998.

Paul Fogel is an appellate attorney with Reed Smith, LLP. He has handled more than 300 appellate matters and has argued appeals in the California Supreme Court, the Ninth Circuit Court of Appeals, and every Appellate District of the California Court of Appeal. Mr. Fogel is a California State Bar-Certified Specialist in Appellate Law, a fellow of the American Academy of Appellate Lawyers, a member of the California Academy of Appellate Lawyers, and has served as Chair of the Bar Association of San Francisco Appellate Practice Section and the State Bar Committee on Appellate Courts. Paul has also served as a Practitioner-Advisor in Appellate Advocacy at the University of California, Boalt Hall School of Law since 1991, and in 1995 was a Visiting Lecturer in the same program. He is a member of the Appellate Rules Task Force, which is revising the California appellate rules, and the Ninth Circuit Advisory on Rules and Internal Operating Procedures.

Mark Garcia has been with the AOC since February 2000, where he spent five-and-a-half years as a Senior Budget Analyst in the Office of Budget Management. He has since been working on language access issues in both the Court Interpreters and Equal Access Programs. Mr. Garcia's professional career spans more than 25 years of public service with the State of California. His areas of focus have been in budget, policy and operational analysis, including seven years as the Assistant Legislative Representative for the Department of Fish and Game, and the two years as the Chief of External Affairs for the Office of Oil Spill Prevention and Response. Mr. Garcia received his bachelor's degree in combined social sciences (history, political science, and economics) from California State University at Sacramento.

Hon. Ronald M. George is the Chief Justice of California, appointed in 1996. As Chief Justice, he chairs the Judicial Council of California and the Commission on Judicial Appointments and co-chairs the California-Federal Judicial Council. He is a past president of the Conference of Chief Justices and former chair of the National Center for State Courts Board of Directors. From 1965 to 1972, he served as a deputy attorney general in the California Department of Justice, where he represented the state in six oral arguments before the U.S. Supreme Court, two of which involved arguing in support of the constitutionality of the death penalty, and appeared in numerous cases before the California Supreme Court, including the prosecution of Sirhan Sirhan for the assassination of Senator Robert Kennedy. In 1972, he was appointed to the Los Angeles Municipal Court; in 1977 to the Superior Court of Los Angeles County; in 1987 to the Court of Appeal, Second Appellate District; in 1991 to the California Supreme Court as an associate justice; and in 1996 as the 27th Chief Justice of California (confirmed in 1998 by the voters for a 12-year term). While on the superior court, he served as supervising judge of the Criminal Division and presided over *People v. Buono*, the "Hillside Strangler" case. Chief Justice George has authored numerous publications and has lectured at many educational programs. He has received the James Madison Freedom of Information Award, Society of Professional Journalists (2003); the William H.

Rehnquist Award for Judicial Excellence (2002); the Judge Learned Hand Award (2000); the Foundation of the State Bar's Justice Award (2000); the American Judicature Society's Herbert Harley Award (1998); and the St. Thomas More Law Society's Medallion Award (1997). Chief Justice George holds a law degree from Stanford Law School and a bachelor's degree from Princeton University (Woodrow Wilson School of Public and International Affairs).

John M. Greacen, currently a principal of Greacen Associates, LLC, was director of the Administrative Office of the Courts of New Mexico, clerk of the U.S. Bankruptcy Court for the District of New Mexico, and clerk of the U.S. Court of Appeals for the Fourth Circuit. He worked at the National Center for State Courts in Williamsburg, ultimately as deputy director for programs. He held leadership positions with the Police Foundation, the National Institute for Juvenile Justice and Delinquency Prevention and the predecessor of the National Institute of Justice within the U. S. Department of Justice. He practiced law with the Washington office of Kirkland & Ellis and has been a member of the law school faculties at the University of Arizona and the Washington College of Law at American University. Mr. Greacen has an A.B. from Princeton and a J.D. from the University of Arizona. He is a member of the bar in Arizona, Colorado, the District of Columbia, New Mexico and the US Supreme Court. He has received the Director's Award for Excellence in Leadership from the federal courts, the Award of Merit from the National Association for Court Management, and the Pioneer Award from the New Mexico State Bar Association. Greacen Associates, LLC provides consulting services to courts and other justice entities in the United States and abroad in the areas of technology, performance measurement, customer service, caseflow management, operational efficiency, process redesign, training, and leadership development.

Tammy L. Grimm is the Court Program Coordinator for S.H.A.R.P. and the Office of the Family Law Facilitator for the Superior Court of California- Counties of Glenn, Butte, and Tehama. Before joining the Superior Court of California, she worked in Accounting for a major school district in California. Ms. Grimm was a Certified Law Clerk for the Oregon Department of Justice—Human Services Section for two years. She served in Salem, Oregon as a Court Mediator for Marion County Circuit Courts, mediating family, small claims, business, and unlawful detainer/eviction disputes. She served as Chair of a non-profit called WUPILP, the Willamette University Public Interest Law Project, for two years. Tammy received a Juris Doctorate in 2000 from Willamette University College of Law in Salem, Oregon. She is a graduate of the Willamette University Center for Dispute Resolution. Ms. Grimm graduated from the University of California, Davis, in 1997 with a B.A. in English with honors, as well as a B.A. in Spanish with honors.

Susan Groves has been with the Family Law Facilitator's Office of the San Diego Superior Court since June of 2000. She was previously in private practice for over 20 years as a sole practitioner. Her areas of practice included family law and immigration litigation. While in private practice, Susan routinely volunteered at a local community agency providing free legal information to the public and was a frequent guest speaker on a popular radio talk show answering general legal questions from callers.

José Octavio Guillén is the Court Executive Officer for Imperial County Superior Court since 2004. His experience with trial courts and court administration expands over 30 years. He started working for Los Angeles Superior Court in 1975, as a Clerk Heavy Lifting. He quickly moved up the ranks and became a District Chief. In 1991 he was appointed as Court Administrator for Beverly Hills Municipal Court. He later served as Court Executive Officer for Napa and Riverside Counties and Trial Court Services Director for the Administrative Offices of the Court. In addition to this varied trial court experience, Mr. Guillen has been involved in various International Justice Reform Projects since 1992. Some of the countries he has assisted under the auspices of the United States Agency for International Development include: El Salvador, Honduras, Nicaragua, Dominican Republic, Ecuador, Colombia, Mexico, and Afghanistan. He has also served on various Judicial Council advisory committees and on the Board of Directors for the National Association for Court Management.

Frances Harrison has been the Family Law Facilitator for San Diego County since September, 1997. Prior to that time she had been a family law attorney in private practice for 14 years. She is a Certified Specialist in Family Law certified by the State Bar of California, Board of Legal Specialization. Currently she is a member of the Judicial Council Advisory Committee on Family and Juvenile Law and manages the 20 attorney Family Law Facilitator program for the San Diego Superior Court.

Leslie Hatamiya is the Executive Director of the California Bar Foundation, a nonprofit organization affiliated with the State Bar of California dedicated to building a better justice system. Previously, she served as Chief of Staff and Director of Corporate Communications at SOMA Networks, Deputy Campaign Manager for Bill Bradley's 2000 presidential campaign, Program Director at Coro Northern California, Assistant to the President at Yale University, Law Clerk to Judge David S. Tatel of the U.S. Court of Appeals, D.C. Circuit, and Special Assistant in Bradley's U.S. Senate Office. The author of *Righting a Wrong: Japanese Americans and the Passage of the Civil Liberties Act of 1988*, Ms. Hatamiya graduated from Stanford University, receiving a Harry S. Truman Scholarship, and from Stanford Law School, where she was an Articles Editor of the *Stanford Law Review*. Ms. Hatamiya recently completed terms on Stanford's Board of Trustees and the Board of Directors of the Stanford Alumni Association.

Annette Heath is the Director of the Kern County Law Library where she has been employed since 1989. She is currently the Legislative Chair for the Council of California County Law Libraries (CCCLL). She was the president of CCCLL from 2000 - 2002. Ms. Heath works closely with the Kern County Superior Court developing self-help programs.

Sarah Howland Heckman has been the Family Law Facilitator for Sutter Superior Court and the Supervisor Attorney for Regional Family Law Information Center and Self-Help Center since 2001. In addition she supervises the court's mediators, child custody and probate investigators and is a member of the court's senior management team. Prior to joining the court, Sarah was an attorney for the Department of Child Support Services. She obtained her bachelor's degree from the University of California at Berkeley, and her

JD from McGeorge School of Law. The Sutter County Superior Court is presently expanding Self-Help Center services to include: one-on-one appointments and/or clinics to include Guardianships, small claims, complex service, enforcement of judgments, termination of parental rights, and step-parent adoptions.

Madelynn Herman is a knowledge management analyst with the National Center for State Courts in Williamsburg Virginia, where she has been employed since 1998. She provides technical assistance to courts around the country on self representation and has been the project director for the award-winning website of Selfhelpsupport.org since 2003. She has also authored several articles on self representation, holds a master's degree in organizational management and is a fellow of the Institute for Court Management.

Susanne Hilles is a staff attorney with the Legal Aid Society of San Diego, Inc., where she has been coordinating the Conservatorship Clinic at the Probate court, since its inception in 2004. Previously, Ms. Hilles worked as a Sole Practitioner, emphasizing her practice of law in the areas of Estate Planning and Trust Administration. Ms. Hilles has also worked temporarily at the Superior Court of Orange County's Probate Department in the capacity of a Probate Examiner while awaiting her Bar Results in 2000. Born and raised in Germany, Ms. Hilles attended the University of Heidelberg School of Law before moving to the United States. Ms. Hilles then received her J.D. degree from Chapman University School of Law in Orange, CA in 2000. Ms. Hilles has been admitted to the Supreme Court of the State of California and the United States District Court, Central District of California, and to the Supreme Court of the United States.

Kristen E. Hoadley is the Family Law Facilitator for the Superior Court of San Francisco County and the Program Manager of the San Francisco Unified Family Court's Family Law Self Help Center. She has been with the Family Law Facilitator program since 1997. From 1992 to 1997, she worked as the Family Law Staff Attorney at the court in San Francisco. Ms. Hoadley is a graduate of Boalt Hall School of Law at the University of California, Berkeley and has a bachelor's degree in political science from Rutgers University. She serves on the Judicial Stakeholders Work Group with the Department of Child Support Services.

Michelle C. Hopkins is presently a Family Law Staff Attorney with the Los Angeles Superior Court's Self Help Collaboration Project and JusticeCorps. In January 2003, Ms. Hopkins developed and piloted a 3-part self help dissolution workshop series in the Los Angeles Superior Court. In collaboration with the Family Law Information Center, Ms. Hopkins continues to present and supervise the workshop series in four court locations within the Los Angeles Superior Court. Over the past 12 years, Ms. Hopkins has practiced in the areas of family law and defense litigation and has provided extensive pro bono legal services through her volunteer work with non-profit legal agencies in Los Angeles County. Ms. Hopkins is a past recipient of The State Bar of California's "Wiley W. Manuel Award for Pro Bono Legal Services". Ms. Hopkins earned her JD degree from University of The Pacific, McGeorge School of Law and her BA from the University of California, San Diego.

Bonnie Rose Hough is a Supervising Attorney with the Administrative Office of the Court's Center for Families, Children & the Courts, where she has been employed since 1997. The focus of her work is on helping courts meet the needs of self-represented litigants. She serves as Committee Counsel to the Judicial Council's Task Force on Self-Represented Litigants. She oversees 5 grant programs providing funding for legal services and court-based self-help programs. She also assists the Family and Juvenile Advisory Committee with family law forms and rules. Prior to joining the AOC, she was in private practice in family law. She was also a co-founder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its executive director for six years. She is a fellow with the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice and serves as co-chair of the Access and Delivery Committee of the California Commission on Access to Justice.

Mitchell Hurd is a Child Support Performance Specialist from the Monterey County Department of Child Support Services where he spent two years at the Monterey County Superior Court, ten years as a Child Support Officer (including time as a Lead Worker), and the last four years as a Performance Specialist conducting compliance reviews and compliance related training development and delivery. He is a State DCSS Certified Level 2 Trainer so he is certified to train staff and to train other trainers for the State. He is currently on loan as a subject matter expert in training development to the State DCSS as an LCSA CCSAS Training Development Project Consultant since March 2006. His current project is training development for the new guideline calculator.

Harry Jacobs is a Senior Attorney with the Center for Families, Children & the Courts and has been employed by the AOC since June 2002. Before joining the AOC, Mr. Jacobs worked at CFCC as a consultant on a variety of projects including the California Courts Self-Help Center. In May 2002, he received a master's degree from U.C. Berkeley's School of Information. Mr. Jacobs practiced law for many years with Morrison & Foerster in its San Francisco and New York offices. He attended law school at the University of California, Berkeley (Boalt Hall).

Lisa Jaskol is the Directing Attorney of Public Counsel's Appellate Law Program in Los Angeles. Prior to joining Public Counsel, Lisa was a partner at the appellate law firm Horvitz & Levy LLP. Lisa is a certified appellate specialist. After graduating from Yale Law School in 1988, Lisa clerked for the Hon. Harry Pregerson of the United States Court of Appeals for the Ninth Circuit. From 2001 to 2004, Lisa was the Directing Attorney of Public Counsel's Homelessness Prevention Law Project.

Claudia Colindres Johnson leads a team of multilingual attorneys at Bay Area Legal Aid. The Legal Advice Line (LAL) provides legal counsel and advice to residents of San Francisco, San Mateo, Santa Clara, Alameda, Contra Costa, Napa and Marin Counties in Northern California. The LAL is the first and only Bay Area wide legal advice line for over 1.2 Million low income residents in the Bay Area. LAL provides real time counsel and advice in four areas of the law, for seven counties in six languages: English, Spanish, Japanese, Vietnamese, Cantonese, and Mandarin. Last year, LAL helped approximately

26,000 low income residents facing legal problems in the areas of housing, benefits, health, and family law/domestic violence. Bay Area Legal aid is the largest provider of free legal services to low income residents in the Bay Area. Claudia obtained her Masters in Public Policy and Masters in Public Health in 1992, and her J.D. in 1997.

Hon. Mark Juhas was appointed to the Los Angeles Superior Court in 2002. Prior to that he was in private practice as a partner with Harrington, Foxx, Dubrow and Canter. He is currently assigned to family law in downtown Los Angeles. Immediately prior to his current assignment, he presided over a family law department in Antelope Valley where he initiated an innovative Pro Per Day Calendar that brought support from the family law facilitator and self-help center into the courtroom to assist self-represented litigants.

Hon. David Kalemkarian is the Presiding Family Law Judge of the Fresno County Superior Court. He was appointed by Governor Arnold Schwarzenegger in February, 2005, and prior to that he served as a Court Commissioner for the Fresno County Superior Court for seven years, all in the Family Law Department. Judge Kalemkarian earned his Juris Doctorate from Boalt Hall Law School at the University of California, Berkeley, and a Bachelor of Arts from California State University, Fresno. Prior to attending law school, Judge Kalemkarian worked as a tax accountant for the international accounting firm of Ernst & Whinney, obtaining his CPA license. After law school, he worked for a short time in the tax and estate planning department of Morrison & Foerster in San Francisco, and then worked for eight years as a family law attorney for Stephen A. Kalemkarian, Inc., in Fresno.

Susan W. Kaufman is Special Projects Counsel in the Office of New York State Deputy Chief Administrative Judge for Justice Initiatives, Honorable Juanita Bing Newton, where she concentrates on initiatives for the self-represented. Formerly she had a general practice in Westchester County, New York, specializing in family law. Prior to that she was Assistant General Counsel of New York Life Insurance Company, an associate at the law firm of Fried, Frank, Harris, Shriver & Jacobson, and an attorney in the Law Department of Metropolitan Life Insurance Company. A past Director and Co-Chair of the Legislation Committee of the Women's Bar Association of the State of New York, Ms. Kaufman is presently serving as Co-Chair of said Bar Association's Children's Rights Committee. She is a member of the Gender Fairness Committee of the 9th Judicial District of New York State, the Advisory Board of the Pace Women's Justice Center, and Committee Chair of the Alumnae of Columbia Law School. She is also a member of the New York State Bar Association and the Westchester County Bar Association. Ms. Kaufman received her undergraduate degree from Barnard College in 1968 and her Law Degree from Columbia Law School in 1971 where she was an Associate Editor of the Journal of Law and Social Problems.

Liz Keith is a Circuit Rider at Pro Bono Net, a national nonprofit that works in close partnership with nonprofit legal organizations across the country to increase access to justice for poor and moderate-income people and other vulnerable populations. Liz holds a master's degree in community informatics from the University of Michigan, focusing

on public interest applications of information and communications technologies. While in graduate school Liz served as a consultant to community information projects in Michigan, Haiti and Chile for the Alliance for Community Technology and the Digital Partners Social Enterprise Laboratory. Prior to graduate school, Liz served as director of communications and development for the Maine Women's Policy Center. She also coordinated several legislative outreach and education programs at the Center. Liz now lives in the San Francisco Bay area.

Marcia Koslov is the Executive Director for the LA Law Library. She holds Master's degree in Library Science from the University of Missouri and is a Fellow of the Institute for Court Management of the National Center for State Courts. Her previous positions include Head Librarian for the Missouri Supreme Court Library, Wisconsin State Law Librarian, Director of the Knowledge Management Office of the National Center for State Courts and Deputy Director of the Tarlton Law Library at the University of Texas School of Law. Most recently, she held the position of Executive Assistant to the Chief Justice of the Wisconsin Supreme Court focusing on issues related to self-represented litigants. Ms. Koslov has been active in local and national organizations including the American Association of Law Libraries, the American Bar Association, and the State Bar of Wisconsin. She has served as a library consultant to both state and local courts. She is a frequent contributor to magazines and journals and a frequent speaker at seminars and conferences of judicial, bar and library organizations.

John Lamb retired as Supervising Attorney of the Department of Consumer Affairs' Legal Services Unit in December 2004. His responsibilities there included consumer litigation; proposing, preparing and arguing amicus curiae briefs; developing and negotiating Department-sponsored legislation; analyzing other legislation and advocating the Department's position; advising and counseling regulatory programs' executive officers and staff; providing technical assistance to private attorneys, other units in the Department and the media; writing and editing the *Consumer Law Sourcebook* and the *California Tenants* booklet; counseling the Department's Office of Privacy Protection; training private attorneys and consumer representatives; developing and securing adoption of Department regulations; supervising attorney, student and support staff; and acting as liaison to consumer organizations. Since retiring, he has been doing free-lance legal work for Nolo Press and the Department. John's chief projects for Nolo Press have been its books *Credit Repair* and *Solve Your Money Troubles*, which he updated in 2005 and co-authored this year. He also has updated the consumer materials in other Nolo books and publications, including its Website and *Everybody's Guide to Small Claims Court in California*. John's chief project for the Department has been updating and revising *California Tenants – A Guide to Residential Tenants' and Landlords' Rights and Responsibilities*.

Brohne Lawhorne is a graduate of the University of California and Santa Clara University School of Law. He is the Director of Dispute Resolution Programs for the County of Santa Clara and the Ombudsman for the County Department of Family and Children's Services and Department of Environmental Health. Brohne has been a full time practitioner of dispute resolution since 1999 and has mediated or facilitated more

than 1721 disputes. Brohne teaches dispute resolution, communication, negotiation, public speaking, and writing for persuasion at several Bay Area colleges and universities including Stanford University, the University of California, the State University system, and the Monterey Institute for International Studies. Brohne serves on the Community Mediation committee.

Susan T. Ledray has been manager of the Pro Se Services Division for the 4th Judicial District Court, Hennepin County, Minneapolis, Minnesota since 1999. The Pro Se Services Division has two Self Help Centers in the courthouse where staff and volunteers offer assistance with family, civil, and limited criminal matters. On- site legal advice is provided through partnerships with legal services and the bar. The division maintains a Self Help website for statewide use, and provides LEP assistance throughout the court. Susan has 5 years experience as a judicial officer (referee), performed legal work related to the registered land system, practiced law, and worked for West Publishing Company. Susan has a JD from the University of Minnesota and a MBA from the University of St. Thomas. She is active locally and nationally with committees working on self-help and access to justice issues. Susan was named District Court Employee of the Year in 2006 for her work with the Pro Se Services Division.

Margaret Little is the Senior Administrator, Family Law and Probate, for the Los Angeles Superior Court and has held this position since 2003. Her responsibilities include, Family Law and Probate Operations in the Central District, Domestic Support, Family Court Services and Probate Investigations, Self-Help Programs, the Family Law Facilitator Office, and Child Waiting Rooms. Margaret began her career working with the Los Angeles Superior Court as a site researcher for a national study on divorce mediation in 1982, and began working for the Court in 1986 as a Child Custody Evaluator. She has also held the positions of Division Chief, Child Custody Evaluations Office, and Manager, Family Court Services.

Cristina Llop is a consultant to the AOC's Equal Access Project. She was formerly the Director of the ACCESS center at the San Francisco Superior Court. ACCESS, one of five Model Self-Help Pilot Projects funded by the Judicial Council, is a multi-lingual center assisting self-represented litigants with civil matters. Prior to developing and implementing the ACCESS center, Ms. Llop was an Assistant Family Law Facilitator also at the San Francisco Superior Court from 1997 through 2002. She has been an attorney since 1994.

Laura Loberman is a Senior Appellate Court Attorney with the Court of Appeal, Fourth Appellate District, Division One in San Diego, working for Justice Terry B. O'Rourke. She obtained her J.D. in 1990 from the University of San Diego School of Law, and her undergraduate degree in Biology from the University of California, San Diego's Revelle College in 1986. Before joining the Court of Appeal in January 1999, she spent nine years in private practice doing general business and intellectual property litigation, first with the law firm Sternberg, Steineckert & Shotwell, and then with the international law firm Baker & McKenzie. Laura is also registered to practice before the U.S. Patent and Trademark Office.

Estela Lopez is an Assistant Family Law Facilitator with the San Francisco Superior Court Family Law Self-Help Center. She has worked for the Court for the past five years. Besides assisting self-represented litigants appearing before Family Court, she coordinates and supervises the Self-Help Center's volunteer program. She received double degrees in Chicano Studies and Political Science from the University of California at Berkeley and her law degree from Santa Clara University School of Law. After graduating from law school, she was named the Earl Johnson Community Lawyer Fellow. The Earl Johnson Community Lawyer Fellowship is an honor given to one graduating law student in the state of California who intends to pursue a career in public interest law. During her fellowship she worked with the Lawyers' Committee for Civil Rights in San Francisco representing immigrant clients who had been impacted by the 1996 Welfare Reform Law. After leaving the Lawyers' Committee, Estela worked with the Public Defenders' Office in Santa Clara County.

Daniel Louis was appointed in 2004 as the Chief Counsel for the California Department of Child Support Services. Prior to becoming the Chief Counsel, he was an Assistant General Counsel for the California Department of Social Services (CDSS) for twelve years. At CDSS, he specialized in the various areas of public social services such as adult protective services as well as in procurements and contract administration for large information technology projects such as the Child Welfare Services Case Management System and the Electronic Benefits Transfer System. Mr. Louis is a graduate of UCLA and the University of California, Hastings College of the Law.

Stacey Marz is a co-director of the Family Law Self-Help Center (FLSHC) in the Alaska Court System. She has been with the FLSHC since 2003 in a job share position with Katherine Alteneder. Stacey is an attorney whose background is in representing low income people in family law and domestic violence cases. As a Legal Services attorney, Stacey recognized the value of providing information for self-represented litigants and in 1998 wrote a handbook on How to Represent Yourself in Domestic Violence Protective Order cases which the Alaska Court System still publishes today. Stacey develops easy-to-use forms, instructions and web content for self-represented litigants. She provides training to court staff around Alaska, new judges, social service and legal providers on how to most effectively interact and assist self-represented litigants. Stacey supervises the work of five fabulous facilitators who provide legal information, forms, instructions and referrals statewide over the telephone to self-represented parties. Most recently, she developed a self-help website on civil appeals and a DVD on the domestic violence protective order process.

Judy Meadows has been the State Law Librarian of Montana since 1984. In that capacity she has been involved in numerous court and state government groups that seek to assist the public. She is a member of the Montana Supreme Court's Equal Justice Taskforce, its Commission on Technology, and its Commission on Continuing Legal Education. She has been a member of the Montana Commission on Self Represented Litigants since its inception, and has co-chaired it since 2004. Judy is the primary law library consultant for the National Center for State Courts. She is a Past-President of the American Association

of Law Libraries. She taught for the University of Great Falls as an adjunct professor for ten years, and was a visiting professor at the University of Washington School of Law. Judy went into law librarianship because of her fervent belief that all people have the right to access the law, no matter who they are or where they might be.

James F. Mensing, J.D., Ph.D. is a Senior Research Analyst with the Center for Families, Children & the Courts (CFCC), a division of the Judicial Council of California's Administrative Office of the Courts. His current projects include on-going research and evaluation regarding the Equal Access Fund, a legislative appropriation to non-profit legal aid providers, evaluation of the effectiveness of court based self-help centers, and several studies looking at the effects of mediation services in family court. Prior to joining the CFCC, Dr. Mensing worked as a Post-Doctoral Scholar at the University of California, Berkeley investigating the effects of welfare reform on mothers and young children. His research background includes work in both the United States and Colombia regarding the development of moral and social reasoning, family relationships, and the effects of violence on children. Before moving to California, he practiced law in the areas of civil rights, housing, and disability rights in rural Florida. During that time he served on the State Bar's Disability Law Committee and helped set up one of Florida's first court-based mediation programs. Dr. Mensing currently serves on the Long Range Planning Committee of the California Bar's Access to Justice Commission.

Maria Mindlin holds a graduate degree from University of California, Davis in Education, with an emphasis in Language Acquisition and research in Reading Theory. She is a published author and trainer on Readability, Literacy and Plain Language and works with many of the Departments of the State of California to produce materials that are easy to read in English and excellent platforms for translation. Her seminars give attorneys the basic skills they need to evaluate and create effective forms and instructions.

Monica Mitchell is the Supervising Attorney for Self Help Services for the Superior Court, County of San Bernardino, where she formerly was a Judicial Staff Counsel. One of Monica's duties with the Court was to act as a Probate Attorney, reviewing Guardianship, Conservatorship and Estate Cases. In October 2005, the Court opened its first Guardianship Assistance Program to help self-represented litigants file guardianship petitions and to answer their questions regarding how to complete the process once in court. Monica was one of the primary developers of this program, and she has been running the clinics in two court locations. Monica has been practicing law since 1987 after graduating cum laude from Loyola Law School of Los Angeles. She has been with the Court in San Bernardino since 2000.

Wayne Moore served as Co-Administrator of the AARP Foundation, Director of the AARP Legal Advocacy Group, and Director of Legal Counsel for the Elderly over a 30 year career at AARP. He was a pioneer in the development and national dissemination of Volunteer Lawyer Projects, Legal Hotlines, Brief Services Units and AARP's Legal Services Network which provides free and reduced-fee legal services to AARP's 36 million members. For the past four years he has been active in the dissemination of court

and legal services based self help centers and helped write a how- to manual on the subject. He helped found the National Law and Aging Conference and the Equal Justice Conference. He has written numerous articles and spoken at national and regional conferences on legal delivery. He has received national awards from the ABA, NLADA, and AARP.

Lee Morhar is an Assistant Director/Attorney with the Center for Families, Children & the Courts of the California AOC where he has been employed since May 2004. From 2001 to 2004, Lee was the Chief Counsel of the Office of Legal Services, Department of Child Support Services. Lee also worked as a senior attorney in the AOC from 1997 to 2001 (in the former Council and Legal Services Division as part of the AB 1058 team and then in the Office of Governmental Affairs where he represented the council on family and juvenile law legislation). Prior to working at the AOC, Lee worked as a senior staff counsel at the Department of Social Services where he staffed the Governor's task force on child support and the courts which created the AB 1058 program. He also served as the Family Support Division Chief in Napa and as a Deputy District Attorney in Napa and Solano counties. He also spent five years as a Staff Attorney and Director of a small legal aid office that provided legal representation for parents and children in all types of family law cases.

Michele C. Morley is an attorney who is licensed in Missouri, Minnesota, and Massachusetts. She was a litigator specializing in product liability and environmental law. Currently she is Director of Public Services and of the Attorney Referral Service of the San Fernando Valley Bar Association. She has been with the San Fernando Valley Bar Association for 8 years. She was CEO of a California Real Estate Company for 5 years. She received the Massachusetts Bar Association's Community Service Award in 1992. She was staff counsel to the Minnesota House Criminal Justice Committee and Stillwater State Prison Investigation Committee and a lobbyist for the Minnesota Medical Association. She was also staff counsel on the Minnesota Health Care Commission. Her varied experience has contributed to her appreciation and adoption of techniques and technologies used in business as a way to achieve success in providing community services. She has an understanding of the issues in a variety of legal areas which has been helpful in guiding the Attorney Referral Service to an even higher level of success. She is a graduate of the University of Missouri School of Law.

Suzanne Clark Morlock currently serves as the Tuolumne County Superior Court Family Law Facilitator. She developed and managed the Self Help Assistance and Referral Program for Butte, Glenn and Tehama Counties from 2003- 2006. That program received a KLEPS award in 2005. Prior to her work with the courts, Ms. Morlock maintained a private practice in Family Law and general Civil Litigation. She also served as the Administrator and Interim Dean at Cal Northern School of Law where she also taught Legal Research and Writing.

Janice T. Munsterman recently returned to the State Justice Institute (SJI) and now serves as the Executive Director. SJI is a non-profit organization established by Federal law in 1984 to award grants to improve the quality of justice in State courts, facilitate

better coordination between State and Federal courts, and foster innovative, efficient solutions to common problems faced by all courts. This is the second time she has worked for SJI, since she spent eight years between these two periods in the federal government at the National Institute of Justice, Department of Justice. At NIJ, she was responsible for the research portfolio on sentencing and adjudication issues, including all court related activities. Earlier in her career, Janice served as a Senior Research Associate at the National Center for State Courts, conducting research projects and providing technical assistance in court administration, and as a Research Sociologist at the National Institutes of Health working on research on mental health issues.

Hon. William J. Murray, Jr., has been a judge with the San Joaquin Superior Court since 1995. In addition to a criminal trial assignment, he is currently responsible for the San Joaquin's Jury Service Compliance & Education Program. He has served on the court's Executive Committee since 1998 and is currently the court's Assistant Presiding Judge. He formerly served as the President of the County Law Library Board of Trustees. Known for his community outreach activities, he chairs the court's Community-Focused Court Planning Team and is the past Chair of the Court's Jury Service Committee. He also coordinates the court's innovative Court-Community Leadership and Liaison Program. In 2003, Judge Murray was appointed to a three-year term on the California Judicial Council by the Chief Justice of California. Before being appointed to the Judicial Council, he served on the council's Criminal Law Advisory Committee and the council's Jury Service Improvement Task Force. He has served as an instructor for judges with the California Center for Judicial Education and Research since 2002. Judge Murray began his legal career as a criminal prosecutor in the Brooklyn New York District Attorney's Office. He worked for nearly ten years in the San Joaquin County District Attorney's Office, the last three years as the number-two person in that office. Judge Murray graduated *magna cum laude* from Frostburg State University in Maryland in 1979, double-majoring in political science and economics. He graduated from The National Law Center of the George Washington University in Washington, DC in 1982. Judge Murray has earned the following honors and recognitions: California Association of Leadership Programs Distinguished Leader Award – 2004; San Joaquin County Bar Association Law Day Award – 2002; Stockton NAACP Ben Hooks Award – 2002; Stockton NAACP Community Impact Award – 2000; and was recognized as one of California's "Most Effective Prosecutors," in the State Bar's *California Lawyer* magazine, October 1990.

Lenor Noll serves as the Director of Court Operations – Civil, Family Law and Small Claims for the Monterey County Superior Court. Ms. Noll has been with the courts for over 30 years, the last 23 years as manager-director. This last year she has been overseeing the resurrection of the self-help center and is in the process of finding a space large enough to house the center; hiring staff to manage the center and at the same time, moving forward with a temporary modified self-help center while the new one is being built. She currently oversees the staff who conduct the pro-per clinics, assist with document review, assist in court, and work with student workers and volunteers from the Monterey College of Law and California State University Monterey Bay.

Diane Nunn is the Director of the Center for Families, Children & the Courts at the Judicial Council of California, Administrative Office of the Courts (AOC). Prior to joining the AOC, Ms. Nunn worked in a variety of positions in the Superior Court of Los Angeles, including director of the Reasonable Efforts Project, juvenile court referee, and juvenile hearing officer. She was also an attorney in private practice with special emphasis on family and criminal law and domestic violence prevention and intervention. Before becoming an attorney, Ms. Nunn taught children in elementary and middle schools, special education programs, and county probation camp facilities. As a member of the State Senate Task Force on Children and Youth, she participated in the redrafting of California's juvenile dependency law. She also served on other state task forces and advisory councils, including the Department of Justice Children's Justice Act Task Force, Senate Task Force on Family Relations Court, State Department of Education Surrogate Parent Task Force, Alliance for Endangered Children's Project, and the Governor's Adoption Policy Advisory Council. Ms. Nunn received an Outstanding Legal Advocacy Award from the National Association of Counsel for Children and was recognized by the California CASA programs for her efforts on behalf of the programs and the children they serve. She was previously honored with a distinguished service award from the Judicial Council for her positive leadership contributions to court administration in California.

Lynn E. O'Connor is a Professor of Psychology at the Wright Institute in Berkeley, and an Associate Clinical Professor at the University of California, at Berkeley. She is also the Director of the Emotion, Personality and Altruism Research project (www.eparg.org). Her research includes studies of the drug-of-choice phenomenon and personality, gender differences in people in recovery from addiction, and recently, the development of a measure estimating neurotransmitter levels and psychopathology. Influenced by clinical work O'Connor has studied empirically empathy-based guilt, shame and psychological problems; guilt and responses to terrorism; guilt, empathy, and submissiveness in depression; empathy, altruism, guilt and personality across cultures. Pursuing her research from an evolutionary perspective, Professor O'Connor has gathered data in Germany, Italy, Sweden, Argentina, and Japan, and carried out studies of personality and psychological problems in chimpanzees, under the auspices of the Jane Goodall Institute. Professor O'Connor has been a Research Associate at the Haight Ashbury Free Medical Detoxification and Aftercare Project and at Walden House Drug Treatment Facility in San Francisco. She has also been active in the San Francisco Psychotherapy Research Group since 1987, initiating its training program in 2001. She has numerous publications of her research, in addition to clinically focused book chapters.

Hon. Kathleen O'Leary was appointed Associate Justice for the California Court of Appeal, Fourth Appellate District, Division Three (Santa Ana) in January, 2000. Prior to her appointment to the Court of Appeal, Justice O'Leary served as an Orange County Superior Court Judge from 1985 to 2000. She was that court's first female Presiding Judge from 1998 to 2000. She also served as Judge for the West Orange County Municipal Court from 1981 to 1985 and also served as this court's Presiding Judge. Throughout her judicial career, Justice O'Leary has been active in judicial administration and judicial education. She is past member and chair of the California Judicial Education

and Research Governing Board and remains active in judicial education. In 2003 she was presented with the California Judges Association Bernard S. Jefferson Award for Distinguished Service in Judicial Education. In 2003 she was presented with the California Judges Association Bernard S. Jefferson Award for Distinguished Service in Judicial Education. She served on the Judicial Council from 1993-1997 and was recognized by the Judicial Council as Jurist of the Year in 1999. The Orange County Bar Association awarded her the 2006 Franklin G. West Award, the OCBA's highest honor presented annually to an outstanding attorney or judge whose lifetime achievements have advanced justice and the law. She has been a member of a number of other judicial committees including the Task Force on Trial Court Funding, the Presiding Judges Advisory Committee and the Community Focused Court Planning Steering Committee. Justice O'Leary is committed to working to improve the court system to facilitate easy access to the courts by those who face economic and language barriers. She currently chairs the Judicial Council's Task Force on Self-Represented Litigants and the Judicial Council's Court Interpreters Advisory Panel.

Hon. William Palmer, after spending 3 years as a JAG Officer in the Marine Corps, was in private practice as a lawyer doing civil litigation for over 30 years. In 2005 he was appointed as a Commissioner on the Kern County Superior Court overseeing the small claims, UD, and other calendars where there were a high percentage of self represented litigants. Upon his appointment as a judge in 2006, he was assigned to one of Kern County's regional Courts, where he presided over both criminal calendars, and civil, and family law calendars with high percentages of self represented litigants. Judge Palmer works on the Court's self represented committee as well as the County Law Library Committee which established a self-help center. That committee also provided workshops for self represented litigants which evolved into the creation of a professional prepared presentation which is available electronically thru the Kern County Law Library, titled *Your Day in Court*. Although Judge Palmer now spends most of his time overseeing criminal jury trials, he maintains his keen interest in the needs of the self represented litigant.

Leigh Parsons has supervised Santa Clara County's four Self-Service Centers since 2002. The Centers provide guided self-help and referrals to about 20,000 self-represented litigants per year in all areas of the law handled at Superior Court. The four Centers are comprised of the main Self-Service Center, Restraining Order Help Center, CourtMobile and Small Claims Advisor. Before supervising the Self-Service Centers, Leigh worked at the Family Law Facilitator's Office in Santa Clara County from 1996 to 2002 helping litigants with primarily support and parentage issues. Before that she had a career in the Technology field. Leigh has assisted with Santa Clara County's website development and website outreach and given domestic violence trainings to the local Bar. Leigh is committed to community outreach and increasing access to justice for self-represented litigants. Leigh received her JD from Lincoln Law School in San Jose and her undergraduate degree in Engineering from the University of Florida.

Deana Piazza is a Senior Research Analyst with the Center for Families, Children & the Courts (CFCC). Her current projects include a grant from the Archstone Foundation to

examine the court response to elder abuse and an evaluation of the implementation of Assembly Bill 129, which allows minors to be adjudicated both dependent and delinquent. Ms. Piazza returned to CFCC after a brief tenure with the Washington Administrative Office of the Courts, where she led a pilot project to examine the effects of increasing juror pay on summons response rates and the representativeness of the jury pool, and managed data for the evaluation of a specialized domestic violence probation unit in Whatcom County. In her previous work with CFCC, she led the evaluation of the Model Self-Help Pilot Program, helped to implement an outcomes-based data collection system for CASA programs, and was involved in various projects related to the Snapshot Studies of court-based child custody mediation. She has also been employed with the San Diego Association of Governments, where she evaluated juvenile justice programs and reported on regional crime and arrest statistics. Ms. Piazza received her master's degree in applied sociology from Temple University and her bachelor's degree in sociology, with a concentration in family demography, from the University of Pennsylvania.

Michael Planet currently serves as the Executive Officer and Clerk of the Superior Court of California, County of Ventura. He was appointed to this position in May, 2001. Prior to Ventura County, he served for 10 years as the Court Administrator of the King County (Seattle, WA) Superior Court, and as Deputy Court Administrator for the Maricopa County (Phoenix, AZ) Superior Court. Mr. Planet was also Assistant Staff Director for the American Bar Association Action Commission to Reduce Court Costs and Delay, and began his career in court management as an Administrative Assistant for the District Court of Maryland for Prince Georges County. Mr. Planet received a M.S. in the Administration of Justice from the American University, and a B.A. in Government and Politics from the University of Maryland. He has been involved in a variety of professional activities both at the state and national levels. Mr. Planet is currently a member of the California Judicial Council Court Executives Advisory Committee. He is also a member of the National Association for Court Management, the California Court Clerks Association, the Urban Court Managers Network, and the Conference of Metropolitan Courts. He has served as president of the Washington Association of Superior Court Administrators and the Arizona Association for Court Management. Mr. Planet has also served as a member of various committees and task forces working on court management-related issues. He has participated as faculty, presenter and facilitator in a number of conferences and programs for groups including the Judicial Council of California, National Association for Court Management, American Bar Association, and the National Judicial College. Mr. Planet is the author of several publications on caseflow management and innovations in court administration. His articles have appeared in state and local bar publications, as well as the *Court Manager*, *Rutgers Law Review*, *Justice System Journal*, and *The Judges Journal*.

Jodi Prior is a family law facilitator at the Superior Court of California, County of Ventura. She is the former legal director of the Coalition to End Family Violence. Ms. Prior is a graduate of the University of California, Santa Barbara and Loyola Law School in Los Angeles.

M. Carmen Ramirez, is currently the attorney coordinator of the Ventura Superior Court's Self-Help Legal Access Center, located in the Colonia area of Oxnard. She also is one of two attorneys who staff the Ventura Superior Court's Mobile Self-Help Unit. Prior to this, Ms. Ramirez spent 23 years working in legal services programs, delivering civil legal services to the poor, including 16 years as the Executive Director of Channel Counties Legal Services Association, from 1982 through 1998. In 2005, she was elected to a three-year term on the Board of Governors of the State Bar of California. She was President of the Ventura County Bar Association in 1998 and remains active in several bar organizations including the Volunteer Lawyers Committee, and the Lawyers' Referral and Information Service Committee. She was chair of the Standing Committee on the Delivery of Legal Services of the State Bar of California, 2000 to 2001 and has been active in community affairs, serving as past president of El Concilio Del Condado De Ventura County, a Board Member of the Ventura County Community Foundation, and has been active in many other community organizations. Ramirez is a 1974 graduate of Loyola University School of Law.

Carole Raimondi began her work with the Alameda County Superior Court as a Family Law Facilitator in September 2002. Since December 2005 she has been the Program Director for Self-Help Services. Prior to her employment with the Court, Carole was in private practice as an attorney and mediator. As a member of the Bar she volunteered with Family Violence Law Center, Homeless Action Center, Centro Legal de la Raza and the Yellow Brick Road Foundation. Currently she is president of Women Lawyers of Alameda County.

Tina Rasnow is a senior attorney with the Ventura County Superior Court, and a coordinator of its Self-Help Legal Access Center and Homeless Court programs. She received her undergraduate degree in Women's Studies from the University of California, Berkeley and her J.D. degree from the University of California, Hastings College of the Law in 1983. Prior to working for the court Ms. Rasnow practiced real estate law in Westlake Village. She serves on the California Judicial Council's Task Force on Self-Represented Litigants and its Access and Fairness Advisory Committee. She chaired the State Bar Standing Committee on the Delivery of Legal Services in the 2005-2006 term. She is a past president of the Ventura County Bar Association. Ms. Rasnow has authored articles in local newspapers and professional periodicals on access to justice and diversity issues, including a law review article *Traveling Justice: Providing Court Based Pro Se Assistance to Limited Access Communities*, published in the February 2002 Fordham Urban Law Journal.

Glenn Rawdon is Senior Program Counsel for Technology with the Legal Services Corporation. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants program. Before coming to LSC in 1999, he was a managing attorney at Legal Services of Eastern Oklahoma for five years and before that, he was in private practice. He has served as co-chair of the Law Office Management section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

Hon. Maria P. Rivera was appointed to the First District Court of Appeal, Division Four in January, 2002. Prior to her appointment she served in the Superior Court of Contra Costa County, where she was elected to the bench in 1996. Her assignments there included two years in Civil Fast Track and two years as Supervising Judge of the Family Law Division. She has been active in judicial education programs in the areas of Civil, Appellate and Family Law. Justice Rivera began her legal career at Morrison & Foerster, in the litigation department. She then served as a Deputy District Attorney and an Assistant U.S. Attorney before joining Van Voorhis & Skaggs in Walnut Creek. That firm merged with McCutchen, Doyle, Brown & Enersen (now, Bingham, McCutchen) in 1985. Justice Rivera was a partner and of counsel with McCutchen until 1996. Justice Rivera received her B.A. *with distinction* in 1970 from Smith College and her J.D. *magna cum laude* in 1974 from USF Law School.

Lollie A. Roberts is the Family Law Facilitator for the Superior Court of California, County of Sacramento. Previously she worked for Child Support Services of Arizona and in private practice. Prior to attending law school, she taught elementary school. Ms. Roberts has a bachelor's degree from the University of California, San Diego and a juris doctor from Santa Clara University School of Law. Ms. Roberts serves on the Judicial Stakeholders Work Group with the Department of Child Support Services and is a member of the Business Executives Group for the development of the California Child Support Automation System (CCSAS).

Rona G. Rothenberg AIA, is the Manager for the AOC's Office of Court Construction and Management in San Francisco. A founding member of the innovative building program for judicial branch of California government, she joined the AOC in early 2002 and has been involved in all aspects of development of the new division of the AOC. Following a decade in private practice, Rona has served the public for the past 20 years through the design, construction and management of institutional building projects, as a senior member of the facilities project management teams at Stanford University School of Medicine, Kaiser Permanente and Allianz AG/Fireman's Fund Insurance Company. Rona is a licensed architect in California, and holds a Bachelor of Science from Pennsylvania State University and a Master of Architecture from UC Berkeley. She has also had the privilege of contributing to improved buildings and neighborhoods through pro bono participation in numerous community projects over the past 30 years. She is a nationally-recognized panelist and author on the subject of institutional building design.

Jay Sacks has been the Small Claims Legal Advisor for the Superior Court of California, County of San Diego, Central District since 1996. In 2005, he became the Supervising Staff Attorney of the four Legal Advisors for the San Diego Superior Court. He founded the San Diego Small Claims Clinic in 1990. Prior to founding the San Diego Small Claims Clinic, Mr. Sacks practiced in general civil litigation. He received his BA in Psychology from UCLA in 1975 and his JD from University of San Diego in 1979.

Julie Saffren is a solo practitioner in Family Law with a focus on domestic violence and custody issues. She was formerly staff attorney at Support Network for Battered Women in Mountain View, CA. She is one of the co-creators of Domestic Violence Limited

Scope Representation (DVLSR), a grant-funded collaborative with the Pro Bono Project of Silicon Valley. DVLSR trains and mentors volunteer attorneys and certified law students to represent low-income litigants in civil domestic violence hearings in Santa Clara County Superior Court. She is a lecturer at Santa Clara University School of Law, co-teaching the Domestic Violence Seminar with Judge Eugene Hyman. She has been a panelist on domestic violence trainings offered by the Santa Clara County Bar Association and the Domestic Violence Council of Santa Clara County. She is a guest presenter on the Legal Ethics of Domestic Violence Advocacy at Boalt. She is a member and former chair of the San Jose Regional Standing Subcommittee for Family Law Executive Committee of the State Bar (FLEXCOM), reviewing legislation for its impact on victims, families and pro pers. She was recently appointed to Santa Clara County's Domestic Violence Council. She obtained a B.S. in 1980 from Rochester Institute of Technology and a J.D. in 2002 from Santa Clara University School of Law.

Gloria M. Sánchez attended Boalt Hall from 1982 to 1985, and subsequently practiced law at MacDonald, Halsted and Laybourne in Los Angeles upon graduation. After a few years, she opened a law firm in Santa Ana, CA, the Law Offices of Doramé and Sánchez, with a law school colleague. Gloria left practice to teach Constitutional Law full-time at Western State University College of Law (for 10 years). Other courses she taught included Mediation, International Law and Criminal Law. Gloria worked as an investigator for San Luis Obispo County Superior Court in the areas of guardianship and conservatorship. She joined Contra Costa County Superior Court as a research attorney for the Virtual Self-Help Law Center; and currently continues to work at the Center, as well as working as the Small Claims and Civil Advisor for Contra Costa County Superior Court. She fluently reads, writes and speaks Spanish.

Anthony Serafica is an IT Analyst for the San Mateo County Superior Court, where he manages the EZLegalFile program. Anthony has been with court for 2 years, and had previously worked for a few Fortune 500 companies on various technology projects. He holds several IT certifications (Networking, Windows, Unix) and has 11 years of experience in the IT field.

Kathleen Sikora is a former senior attorney at the California Administrative Office of the Courts (AOC), retiring in May 2003 after four years on the Legal Staff and 15 years at the California Center for Judicial Education and Research (CJER), the AOC's Education Division. A graduate of Stanford University and Hastings College of the Law, Ms. Sikora was primarily responsible for CJER's judicial curriculum development on issues of gender, race/ethnicity, persons with disabilities, and sexual orientation fairness. Areas of subject matter expertise also include faculty development and the current research on social psychology and decision making. She has served as an instructor at the Conference of Chief Justices, the Second International Conference on the Training of the Judiciary, the National Judicial College, and numerous judicial education programs both within and outside California. She is a co-author of California's benchguide on "Handling Cases Involving Self-Represented Litigants."

Fariba Soroosh is the Family Law Facilitator for Santa Clara County. She has been with that office since August 1998 and started as Assistant Facilitator to Honorable Constance Jimenez, one of the original Family Law Facilitators. She obtained her law degree from Santa Clara University School of Law and was admitted to practice of law in California in 1993. She was in private practice in the areas of family law, guardianships and general mediation from 1993 to 1998, where she dedicated a majority of her time providing unbundled and limited scope services to her mostly self represented clients. Providing pro bono services for the self represented is still a major part of Fariba's professional life outside of her full time job. She has been a volunteer mediator, trainer and coach with Santa Clara County Office of Human Relations Dispute Resolution Program Services since 1995. She has also been volunteering with the Pro Bono Project of Silicon Valley since 1994, most recently at a policy and program development level, and was recently named to that agency's board of directors.

Helen Cavanaugh Stauts has been the supervising attorney and Director of the Nevada County Superior Court's Public Law Center since 2005. Early in her legal career as a law student, Helen participated, as one of the founding members of the Southwestern University School of Law campus chapter of the Public Interest Law Foundation. Ms. Cavanaugh Stauts is the Vice-President of the Local Bar Association, and ex officio member of the Nevada County Lawyer Referral Service; an advisory board member of the Truckee Family Resource Center and a participant of the Law Library Board of Trustees. Through Sierra Adoption Services, Helen developed and managed a legal resource and training program specializing in funding, placement and legal issues of children involved with foster care, adoption and guardianship. This program ran for almost 10 years assisting any child placed from California. She had the honor of appointment as an advisory member of the Children and Family Law section of the Judicial Council from 1997 – 2000. In private practice, her specialty has been legal and financial planning for families coping with a disabled family member.

Joshua Stehlik is the Supervising Attorney for Community and Economic Development and Workers' Rights at Neighborhood Legal Services of Los Angeles County. In that capacity, he oversees two weekly self-help Workers' Rights Clinics, at which nearly 1400 low-income workers each year receive assistance with wage claims, unemployment insurance benefit appeals, and criminal record expungement. He is a graduate of University of California at Santa Cruz and Yale Law School.

Robby Stovitz has been an attorney with Neighborhood Legal Services of Los Angeles County (Unionized UAW) since 1990. For the past several years, she has worked at the Self-Help Legal Access Center at the Van Nuys Court, and now at the Long Beach Courthouse, where she is recognized as an innovative leader in the Self-Help movement. She has designed, written and improved upon hundreds of user-friendly brochures and packets, in several languages, to assist self represented litigants maneuver through the myriad of Court forms and procedures in many different areas of law. She was instrumental in developing a "Your Trip to Court" video. These materials, the video and her "Trial Prep Workshops" have been duplicated and used as models by others throughout the country. For the past 18 years, Robby has been an officer on the Board of

Directors of Inquilinos Unidos (United Tenants) which promotes the rights of immigrant tenants in central Los Angeles to live in safe and affordable housing. In 2006, she was presented the Robert Kenny Award by the National Lawyers Guild recognizing her work in service to low income people.

Kelly Tait is a communication consultant and a speech communication instructor at the University of Nevada, Reno. In addition to having 14 years of university-level teaching experience, Ms. Tait has designed and conducted a variety of communication skills-based workshops and seminars for organizations such as the National Judicial College, the New York State Judicial Institute, the Supreme Court of Virginia, and the Nevada State Bar Association. Subjects include faculty development, courtroom communication skills, and facilitation skills. Ms. Tait earned her M.A. in Speech Communication/Psychology at the University of Nevada, Reno. At UNR, she teaches business and professional speaking, public speaking, small group communication, and intercultural communication. Ms. Tait is a co-author of California's benchguide "Handling Cases Involving Self-Represented Litigants."

M. Sue Talia is an expert on limited scope representation, also known as unbundling. A certified family law specialist, Sue is a member of the California Limited Scope Task Force, which won the ABA's prestigious Louis M. Brown Award in 2004. She is also the recipient of the ABA's Cindy Raisch Award for her innovative efforts in connection with the creation of California's first limited scope family law referral panel, and has received a special individual award for her efforts by the California Commission on Access to Justice.

William T. Tanner received a J.D. from University of the Pacific, McGeorge School of Law in 1994 and a B.A. in Philosophy/Law and Society from University of California, Riverside in 1991. In 1996 Mr. Tanner went to work for the Legal Aid Society of Orange County. He is currently a Directing Attorney and oversees the Legal Resolutions Center, Small Claims Court Advisory Program of Orange County, Legal Aid's Lawyer Referral Service and aspects of I-CAN! Mr. Tanner is a member of the Judicial Council's Civil and Small Claims Advisory committee.

Diane Trunk earned her J.D. from University of Southern California Law School in 1992 and her B.A. from Sarah Lawrence College in 1986. She is an attorney with Neighborhood Legal Services of Los Angeles County (NLS). Since February, 2006, Diane has been the Coordinator of the new Domestic Abuse Self-Help (DASH) Project at NLS. DASH operates five court-based clinics in Los Angeles County. In its first eight months, DASH assisted over 2,000 victims of domestic violence with their restraining order applications. Before coming to NLS, Diane worked in private practice and worked as a research attorney for the Los Angeles Superior Court.

Wendy Vaughn is the supervising attorney of the Family Law Advocacy Group and a social change advocate for the rights of low-income individuals. Wendy's work has focused primarily on public policy advocacy and direct representation on behalf of survivors of domestic violence in the areas of family law, public benefits, and housing.

After obtaining her J.D. from New York University School of Law in 1998, Wendy was awarded a NAPIL Equal Justice Fellowship to provide comprehensive legal services to survivors of domestic violence at the Legal Aid Society of the District of Columbia. After successfully completing her fellowship project, Wendy worked at the Legal Aid Society of DC as a supervising attorney and director of intake. Before joining NLS in 2004, Wendy worked as the Legal Director of Levitt and Quinn Family Law Center in Los Angeles, CA.

William C. Vickrey has served as Administrative Director of the California Courts for more than a decade. Prior to his arrival at the AOC in April 1992, he was the state court administrator for the Utah Administrative Office of the Courts, and also served as the executive director for the Utah Department of Corrections; and director for the Utah State Division of Youth Corrections. Mr. Vickrey has served in national court leadership positions as President of the Conference of State Court Administrators and Vice-Chair of the National Center for State Courts' Board of Directors. He is a recipient of the Warren E. Burger Award, one of the highest honors from the National Center for State Courts, for his significant contributions to the field of court administration. For his outstanding leadership in judicial administration and significant contributions to the California courts, he was presented with the Judicial Council's Distinguished Service Award. In joining with Chief Justice Ronald M. George in leading California's judicial branch through historical changes to improve the statewide administration of justice, the Chief Justice has paid tribute to Mr. Vickrey's creativity, commitment, and tireless energy on behalf of the state courts and the public they serve. Among the many other awards and recognitions he has received, he was presented with the Leadership 2000 Award from the National Association of Drug Court Professionals for his vision and leadership in the development of drug court programs across the state. In Utah, Mr. Vickrey received the James Larson Award from the Utah Corrections Association for outstanding contributions to that field. He is co-author of "The Utah Court of Appeals: Blueprint for Judicial Reform," Utah Bar Journal, and "Managing Transition in a Youth Corrections System," University of Chicago. Mr. Vickrey received his bachelor's degree from the University of Utah.

Cara Vonk has been an attorney with the Administrative Office of the Courts since 1984, specializing in civil matters, both small and complex. She currently staffs the Small Claims and Limited Cases Subcommittee of the Judicial Council's Civil and Small Claims Advisory Committee among other duties. Before joining the AOC, Cara was a research attorney in Alameda Superior Court and in private civil practice in Contra Costa County before that.

Greta Wallace was appointed director of the California Department of Child Support Services by Governor Schwarzenegger in 2004. The DCSS program promotes the well-being of children and the self-sufficiency of families by providing child support services to help parents meet the needs of their children. Ms. Wallace is responsible for the administration of California's statewide child support program, composed of 52 county-administered local child support agencies. The department provides leadership, uniformity, program performance requirements oversight, and funding to ensure effective

implementation of the local child support agencies, which provide direct services to families (including all the functions necessary to establish, collect, and distribute child support, and securing child and spousal support, medical support, and determining paternity). Additionally, she oversees the development of a single statewide automated child support system. Last year, statewide services assisted parents and guardians in meeting the needs of almost 2 million children and distributed collections of \$2.3 billion. Ms. Wallace leads a staff of 336 DCSS employees, responsible for state operations. She brings to the position an understanding of social services, children's services, and child support enforcement. She has more than 13 years of experience practicing law within the Department of Social Services. She served as an administrative law judge with the department for 2 years, conducting hearings on child support cases. She served 5 years as assistant chief counsel providing legal advice on child and family program issues, as well as community care licensing. Prior to that, she served as staff counsel, senior staff counsel, and supervising senior staff counsel. Ms. Wallace has also served as a member of the executive team of the Department of Alcohol and Drug Programs and as executive assistant to the undersecretary of the Health and Welfare Agency, where she monitored legislation for its 11 departments. She currently serves as the Region IX representative on the executive committee for the National Council of Child Support Directors. Ms. Wallace earned a J.D. and a B.A. in biological sciences from the University of California at Davis.

Karin Wang is the Vice-President of Programs at the Asian Pacific American Legal Center (APALC), in Los Angeles, the largest organization in California providing direct services, litigation, advocacy and education to Asian and Pacific Islander communities. In her current role, Ms. Wang supervises and develops APALC's program work. From 1997 to 2000, Ms. Wang was a staff attorney at APALC, where she directed its immigrant welfare work as part of the California Immigrant Welfare Collaborative (CIWC). Ms. Wang serves on the State Bar's Standing Committee on the Delivery of Legal Services, the Asian Pacific American Bar Association (APABA) of Los Angeles and the Southeast Asian Community Alliance (SEACA). Ms. Wang is a graduate of UC-Berkeley's Boalt Hall School of Law and has practiced with the law firm of Morrison & Foerster LLP in San Francisco.

Hon. Dale Wells has been a Commissioner for the Riverside Superior Court for almost four years. He presides over a heavily self-represented calendar that includes emotionally charged issues arising out of family law, domestic violence and civil harassment matters. For the previous six years, he was Family Law Facilitator for the Riverside Superior Court. In that role, he exclusively assisted self-represented litigants with procedures that are second nature to attorneys - but totally foreign to self-represented litigants. His private practice as an attorney emphasized family law. He has presented at numerous conferences, primarily on issues regarding the courts and self-represented litigants.

Cathy Westlund graduated from State University College of New York at Fredonia in 1976 and from University of the Pacific, McGeorge School of Law in 1995. She did an internship with the Federal Department of the Interior during her second year in law school. Ms. Westlund sat for the Bar in 1995 and was sworn into practice in California in

December, 1995. She has been in private practice as a family law attorney, both as a sole practitioner and an associate in a small firm in Merced. She also served as a staff attorney for California Indian Legal Services in Oakland. Ms. Westlund worked for both Merced and Fresno Counties as a Deputy D.A. in Family Support and then for Fresno County as a Child Support Attorney IV for the Department of Child Support Services before coming to the Fresno Facilitator's Office first as a Family Law Information Center Attorney, and then as Facilitator in November, 2005. As Facilitator, Ms. Westlund also oversees the Fresno Family Law Information Center and the Spanish Self-Help Center.

Alicia Valdez Wright is the Family Law Facilitator for the County of San Luis Obispo. Prior to becoming the Facilitator she was the Director of Legal Services for the Harriett Buhai Center for Family Law. She has assisted thousands of self-represented litigants with their family law cases. She has developed an expertise in the areas of domestic violence, family law, and pro per representation. Working with self-represented litigants has provided her with the opportunity to author materials and instructions that can be understood by persons who do not have a legal background and who oftentimes have limited formal education. Tailored to the specific needs of the Harriett Buhai Center for Family Law and its clients, she has written a comprehensive *Limited Legal Services Agreement* for the delivery of limited scope representation in family law cases. Ms. Wright has also written law related updates and revisions for a volunteer instructional manual, Assisting the Limited Income Client with Family Law Matters and has written a family law/domestic violence manual for domestic violence shelter workers, Family Law Reference Guide for Domestic Violence Shelter Workers. Ms. Wright received her Juris Doctorate degree from Loyola Law School in 1995.

Martha Wright came to the AOC in 2001 after spending several years working as a proposal development consultant to community based non-profits and government agencies. Ms. Wright has developed successful federal, state and private grant applications in the areas of community redevelopment, school violence prevention, community policing, technology opportunities and after school programs. In her role with the AOC, she researches funding opportunities, provides technical assistance and facilitates the development of grant applications for AOC and trial court programs and research projects. She was responsible for creating the award-winning California JusticeCorps program, a unique AmeriCorps funded project that recruits and trains university students to work as assistants in court-based legal access self help centers. Ms. Wright oversees the implementation of the program and its expansion statewide, bringing lessons learned about partnerships with students and universities to California courts. She has a Bachelor of Arts degree in Political Science from the University of California at Davis and a Master's degree in Public Administration from Sonoma State University.

Michael L. Wright is the AB 1058 program manager and a supervising attorney with the Center for Families, Children & the Courts, employed by the AOC since 2000. Previously, he was the supervising deputy district attorney for the Marin County District Attorney/Family Support Division. Mr. Wright is a graduate of the University of San Francisco School of Law and has a bachelor's degree in political science from Indiana University.

Hon. Erica R. Yew was appointed to the Santa Clara County Superior Court on October 2, 2001. Judge Yew is the first Asian-American female appointed to this bench. Currently, she serves on the California Judicial Council Kleps Award Committee and on the Judicial Council Task Force on Self-Represented Litigants. She is also the Immediate Past President of the NAPABA Judicial Council, which is the national association of Asian American judicial officers. Judge Yew also serves on the Advisory Board for Latinas Contra Cancer and the Santa Clara County Law Library Board of Trustees. In 2006, Judge Yew established Santa Clara County's first county-wide collaborative workshop serving victims of domestic violence. In 1990, the Santa Clara County Bar Association named her Pro Bono Attorney of the Year. She received the Wiley W. Manuel Award for Pro Bono Legal Services from the State Bar of California in 1991. Judge Yew has received awards from the Asian Law Alliance, the National Asian Pacific American Bar Association (NAPABA), the Women Lawyers Committee of the Santa Clara County Bar Association and the Asian Americans for Community Involvement (AACI). In 2005, Judge Yew received the Justice Byrl R. Salsman Award for her long-term contributions to the legal profession and was named Woman of the Year for District 24 by California Assembly member Rebecca Cohen.

Hon. Laurie D. Zelon serves as an associate justice of the California Court of Appeal. She joined Morrison & Foerster as a partner in 1991 where, prior to her appointment to the Superior Court in 2000, she had an active litigation practice, involving scientific and technical issues, fiduciary obligations, and other complex commercial disputes. Prior to joining Morrison & Foerster she was a partner at Hufstedler, Kaus & Ettinger. Ms. Zelon is past President of the Los Angeles County Bar Association. She is a past member of its Board of Trustees, and past Chair of its Federal Courts Committee, its Judiciary Committee, its Access to Justice Committee and its subsection on Real Estate Litigation. She has been active in the American Bar Association and served as Chair of the Standing Committee on Lawyers' Public Service Responsibility, as a member of the Consortium on Law and the Public, and as Chair of its national Law Firm Pro Bono Project. From 1994 to 1997, she was Chair of the Standing Committee on Legal Aid and Indigent Defendants. She is a member of the ABA's Board of Governors. She recently completed her service as a member of the Ethics 2000 Commission. She is past Chair of the California Commission on Access to Justice. She has spoken at numerous seminars and conferences concerning pro bono, public services, and legal education. She was the 1993 Recipient of the William Reece Smith, Jr. Special Services To Pro Bono Award, the 1999 Recipient of the Charles Dorsey Award from the National Legal Aid & Defenders Association, and the 2000 recipient of the Loren Miller Legal Services Award from the State Bar of California. She was the first recipient, in February 2000, of the Laurie D. Zelon Pro Bono Award, given by the Pro Bono Institute of Washington, D.C.

John Zorbas has served as director of the Butte County Public Law Library for the past eleven years, where he provides day-to-day reference assistance, procedural instruction and practical guidance to a wide spectrum of the public desiring help for a "legal" issue. John's first foray into the work of a librarian was as a California public library youth services and adult reference volunteer. He subsequently taught legal research and writing

to groups of between seventeen and twenty-three students for four years. His work as a Judge Pro Tem encouraged his interest in mediation. He holds a mediation certificate from the Straus Institute for Dispute Resolution at Pepperdine and is assigned to the ADR Panel at Butte County Superior Court. John Zorbas currently serves on the board of directors of Legal Services of Northern California and is a member of the Judicial Council Task Force on Self Represented Litigants. He received his B.A. from the University of California at Berkeley in 1981, J.D. from Monterey College of Law in 1985, and M.S.L.S. from Catholic University of America in 1994.

Lauren Zorfas has been the Family Law Facilitator in San Mateo County for 4 years. Prior to that she was in private practice in San Bruno for Ross, Hackett, Dowling, Valencia and Walti. There she practiced family law, probate and estate planning, PI, and general civil litigation. Prior to that Lauren worked at what was then the San Mateo County District Attorney's Office, Family Support Division for 6 years. While working at the Family Law Facilitator's Office, Lauren has developed or helped to develop several innovative projects to address the needs of self-represented litigants in Family law such as: the Court's first series of divorce workshops, in both Spanish and English which utilize a legal forms program that pre-populates data and creates form sets for the litigants; establishing a DV Restraining Order Clinic as a cooperative grant project between BayLegal and the Court; and using volunteers from the private bar to settle and complete dissolutions using a "quid pro quo" of free MCLE training and court recognition in exchange for volunteering. Lauren is currently on the Board of Directors of the San Mateo County Bar Association, and sits on several community committees including the Fatherhood Collaborative of San Mateo County, the Domestic Violence Council, and the Self-Represented Litigants Collaborative.

Richard Zorza is an attorney and independent consultant who has worked for the past fifteen years on issues of access to justice. He is the coordinator of the national Self Represented Litigation Network, see www.selfhelpsupport.org, acts as a consultant to the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice, www.bellowsacks.org, and works in support of the national LawHelp network of access to justice websites, www.lawhelp.org. He was a contributor to the recently published California Bench Guide on self represented cases. His book, The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers, was published by the National Center for State Courts in 2002. He writes and speaks broadly on access to justice and ethics issues, including an article on judicial neutrality in self-represented litigant cases in the Georgetown Journal of Legal Ethics. Additional information and publications are available on his website, www.zorza.net.